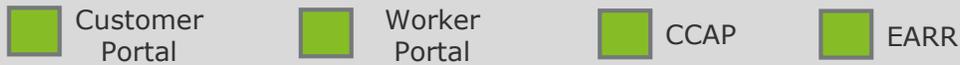


Production Daily Health Report

Thursday November 3rd, 2016 (10:00 AM EDT)

Infrastructure and Upcoming Events



Daily Smoke Test Status: Pass

Key Events

Date	Event	Status
11/2	Nov M&O Scoping	In Progress
11/3	Supportive Services Issuance	On Hold
11/5	Weekly fix release	Not Started

Batches

Executed	Failed	Passed	Held / Not Scheduled*
185	0	185	134

Batch Name	Status	Impact
Benefit Issuance	Passed	
Mass Update	Passed	
Self Service Portal	Passed	
Reports	Passed	
Support Functions	Passed	
Notices	Passed	
EDM	Passed	

Notices QC

Notice	Status	Transferred	QC Passed	QC Pending	Held
DHS 1605 – Benefit Decision Notice	Passed	Pending	0	1783	0
DHS 3503 – Additional Documentation Required Notice	Passed	Pending	0	473	0

Interfaces

Critical Trading Partner	Transfer Status	QC Status	Impact
MMIS	Passed	Passed	
FIS (EBT)	Passed	Passed	
Child Support	Passed	Passed	
SSA	Passed	Passed	
Bank of America	N/A	N/A	
Santander	N/A	N/A	
Welligent	N/A	N/A	
Carriers & NFP	Passed	Passed	
DCYF	Passed	Passed	

*This includes jobs that are monthly that have not hit their execution date as well as jobs that have known issues.

RIBridges Top Issues Impacting Cases

Thursday November 3rd, 2016 (10:00 AM EDT)

645

Cases without Coverage due to Top Issues

0 P1 Incidents
18 P2 incidents
1589 P3 incidents
45 P4 incidents

Top Issues Impacting Cases

#	Issue Description	# Cases Blocking Coverage	Root cause	Resolution
1	Medicaid eligibility discrepancies for isolated accounts	25	4B transactions (terminations) are being manually removed in most cases until reconciliation completes. 1B transactions (new eligibility) under investigation, all reported cases are data-related to-date.	Deloitte to analyze all Nov terminations and determine which are valid / invalid, then conduct RCA on invalid terminations and extend coverage; valid terminations to be noticed and transactions sent to MMIS. To be completed by 11/5
2	Removal of accounts from maintenance mode	~	Due to income synchronization between the systems incorrect eligibility may have been determined and must be re-run	Partially Resolved; All accounts impacted by benefit mismatch have been removed from maintenance mode; remaining accounts are ones impacted by data sync or that failed processing through mass update previously. Work ongoing to remove those accounts by 11/5
3	Over 2,000 accounts skipped by auto renewal because of change from QHP to MAGI	~	Under analysis; team working with HSRI to determine if this is an issue or working as designed	Under analysis; newly reported issue on 10/31 that needs to be understood as part of auto renewal round 2
4	PCPA Report issues preventing review/confirmation of parent caretaker payments for ~500 individuals	500	Multiple issues including income and deduction calculation questions, formatting, and missing individuals	Initial set of fixes in place for PCPA report; team assessing remaining items to determine approach for November given 11/2 deadline
5	Unable to associate new application with existing case	5	Mismatch in case status and case mode on converted cases is causing exception to occur when trying to perform case association and initiate data collection for a new application	Partially Resolved; Initial fix made on 11/2 and small number of outstanding accounts remain to be corrected on 11/5
6	Incorrect APTC applied to 2017 plan	114	Nonzero APTC amount selected but \$0 APTC was provided for many users. A code issue has been identified which is resulting in the incorrect amount getting persisted in the database.	Code fix planned for 11/4; data scripting in progress to be able to correct impacted accounts (initial set corrected 11/2 AM)
7	Eligibility closed for 2017	1	2016 Eligibility closed when 2017 desired coverage start date was chosen	Analysis in progress; update to be provided later today on fix approach/timeline

System Application Statistics

Below provides the applications that have been submitted into the system from September 12th to November 2nd

Start of the Day

5,837

Scanned/Indexed



4,414

Processed



9,919

Completed



20,170

Total

Day's Activities

-189

Scanned/Indexed



423

Processed



429

Completed



663

Total

End of the Day

5,648

Scanned/Indexed



4,837

Processed



10,348

Completed



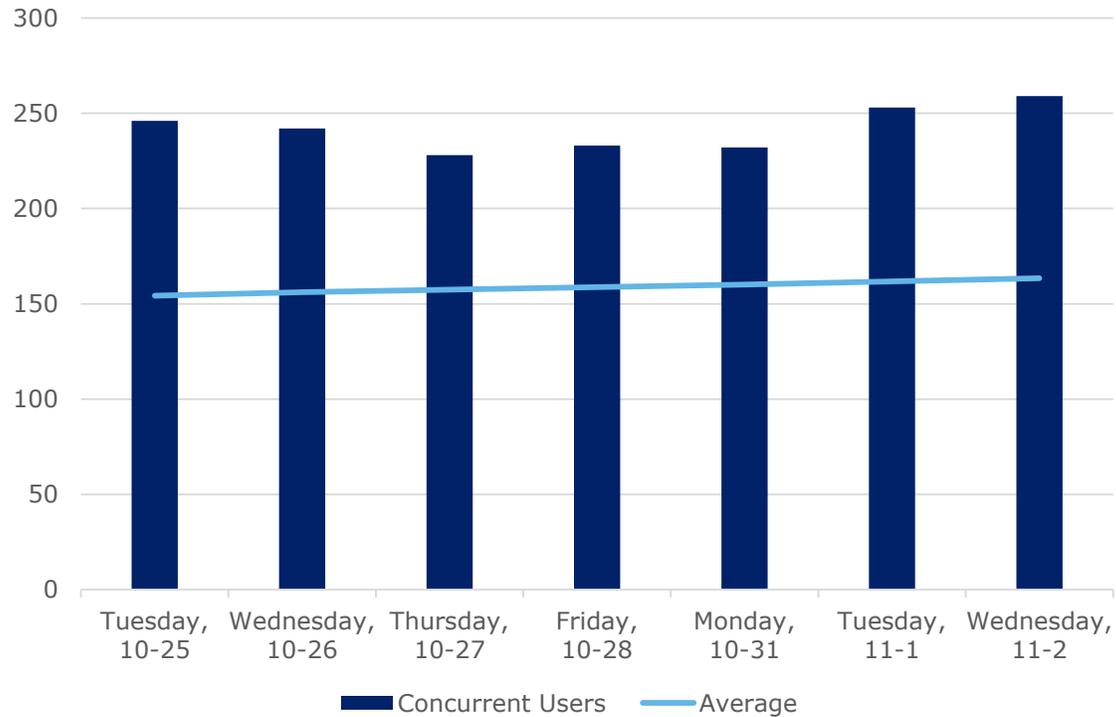
20,833

Total

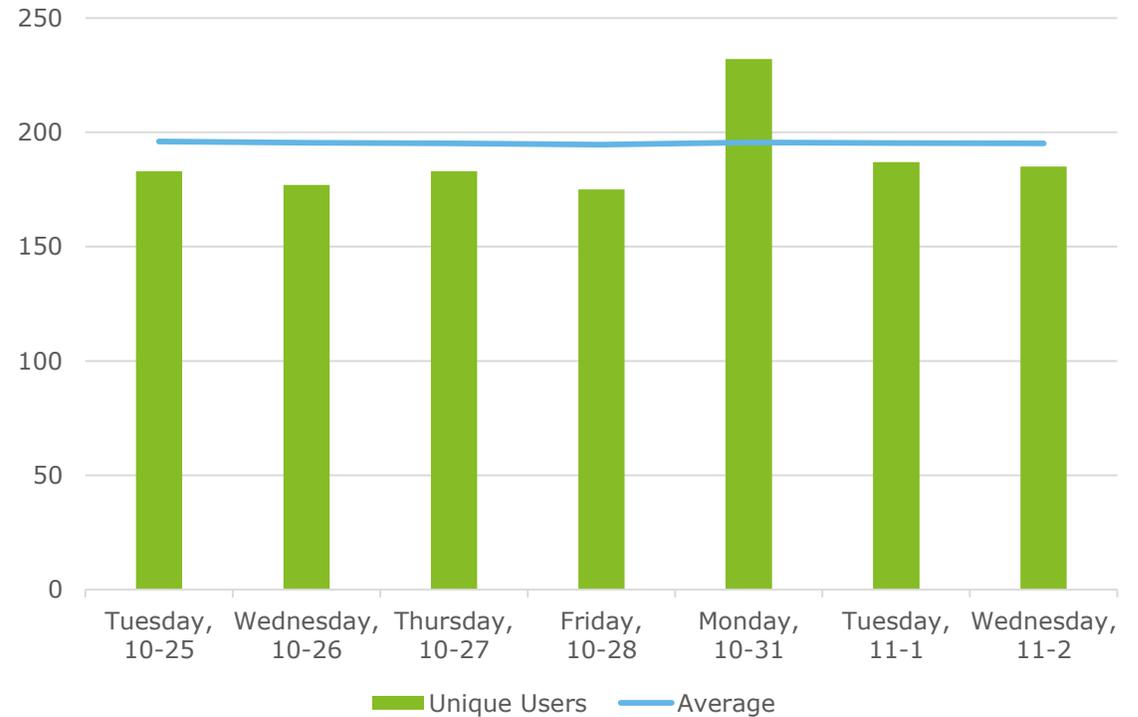
RIBridges Technical Metrics – Worker Portal

Thursday November 3rd, 2016 (10:00 AM EDT)

Worker Portal Concurrent Logins Per Weekday



Worker Portal Unique Logins Per Weekday

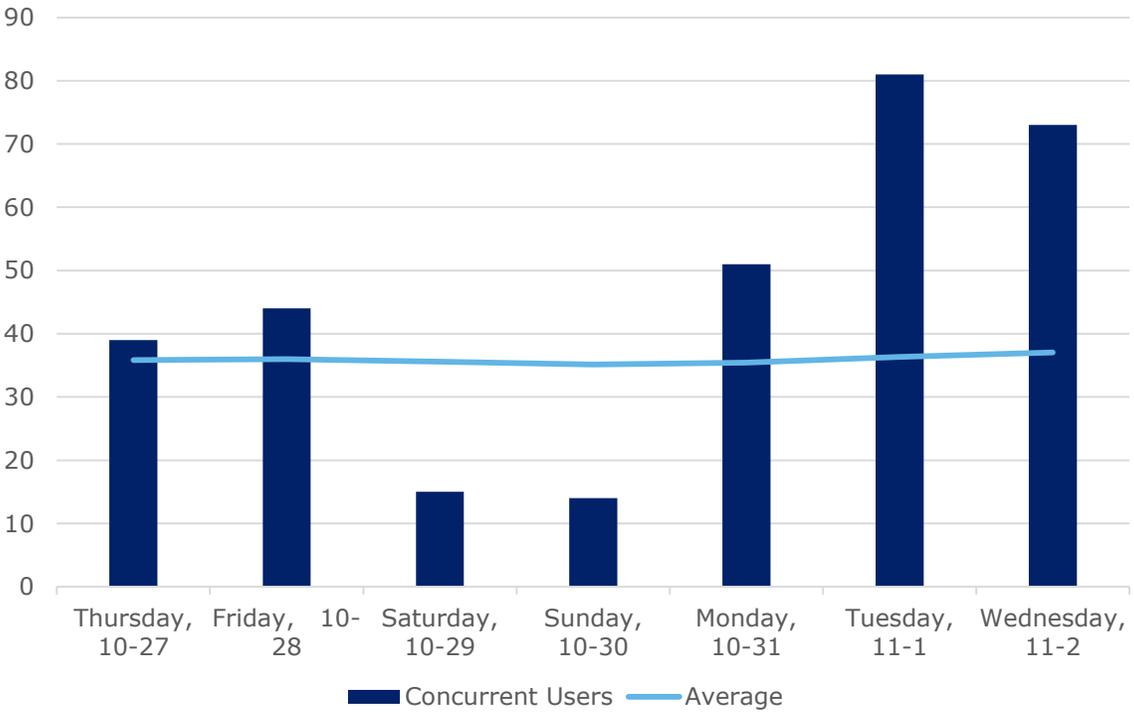


*Concurrent is over five minutes

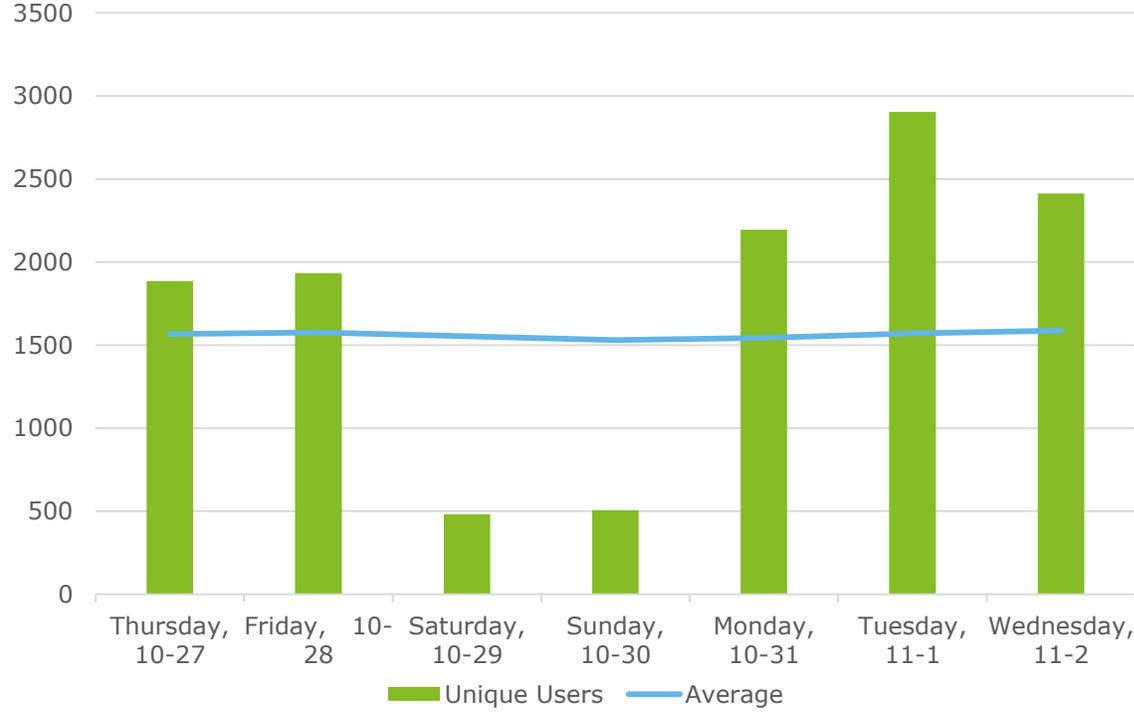
RIBridges Technical Metrics – Customer Portal

Thursday November 3rd, 2016 (10:00 AM EDT)

Customer Portal Concurrent Logins Per Day



Customer Portal Unique Logins Per Day

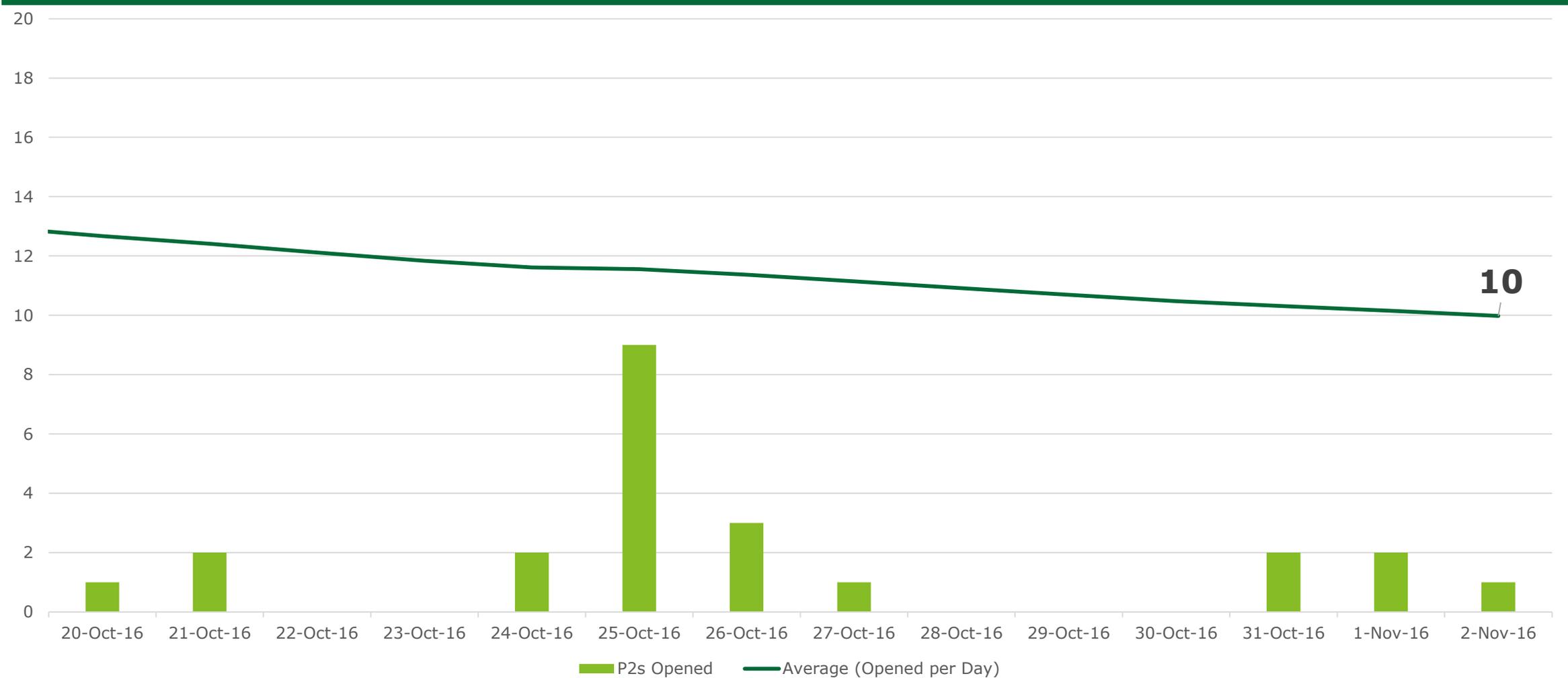


*Concurrent is over five minutes

RIbridges Technical Metrics – P2 Incident Report

Thursday November 3rd, 2016 (10:00 AM EDT)

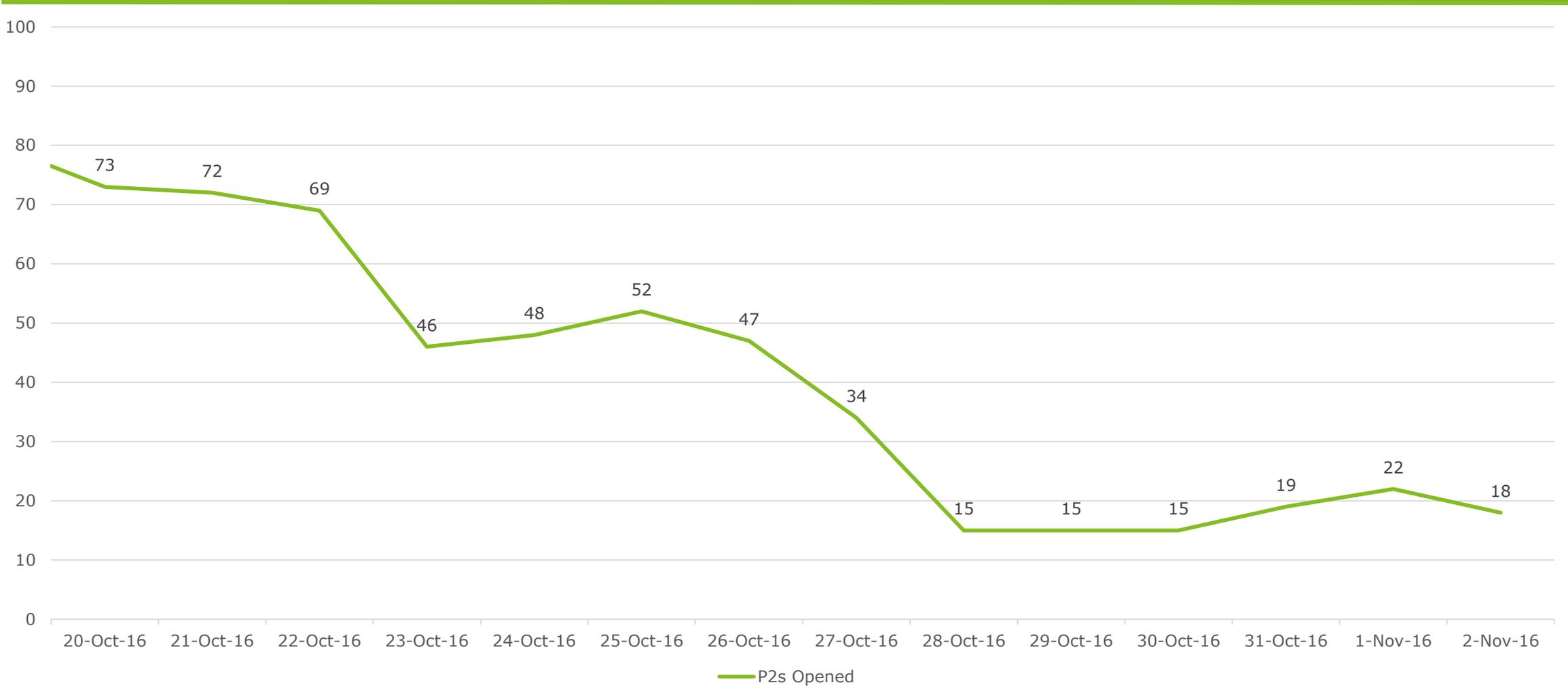
P2 Incidents Opened by Day



RIBridges Technical Metrics – P2 Incident Report

Thursday November 3rd, 2016 (10:00 AM EDT)

P2 Cumulative Incidents Open by Day



RIBridges Technical Metrics – Agency Priority 3 Incidents (P3s)

Thursday November 3rd, 2016 (10:00 AM EDT)

Total Priority 3 Open Incidents by Day

